## DOCKET No. MS1-1892US

TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT

INVENTORS: ZENG ET AL.
REPLACEMENT SHEET

<u>300</u>

302 -Convert Unstructured Service Requests to One or More Structured Answer Objects 304 -Responsive to Receiving a Product Problem Description, Identify a Set of the Structured Answer Objects that Include Terms and/or Phrases Related to the Product Problem Description 306 -Provide Historic and Hierarchically Structured Problem Diagnosis Data from the Set to an End-User for **Product Problem Diagnosis** 

Fig. 3